



Minutes: Patient Participation Group September 9th 2014

1. Members present:

Grant Stothard (chair)
Anne Eaton (secretary)
Anne Aston
Karen Bestwick
John Harshaw
Mary Kay
Guy Freeland
Jackie King-Owen
Emma Round
Mandy Whareham
Michael Leaney
Colette Buxton
Ryan Buxton
Jean Railton

Guest speakers – Lee Allen, Thordi Christenson

2. Apologies:

Dr D Kar
Debbie Ford
Anne McShee
Hazel Mellard
Geoff Henry

Grant welcomed everyone to the meeting and acknowledged apologies. On behalf of the PPG he also welcomed the guest speakers.

3 Guest speaker. **Lee and Thordi: DCHS – Commissioning for Quality and Innovation (CQIN).**

The CQIN project is county wide and is currently looking at the incidence of pressure ulcers and especially the issue of non-compliance and / or lack of engagement by clients / service users, leading to deterioration in condition despite care input. The project is looking at why non-compliance in care is an issue. Discussion took place around a number of potential causes including a lack of staff and patient education, in appropriate or dated (old fashioned) equipment. It was identified that the holistic care of clients is critical to the overall care programme, it is often seen care delivered as separate and discreet issues rather than looking at the client as a whole with often multiple issues which are often inter-related.

It is acknowledged that in some cases the development of pressure ulcers cannot be prevented, but when they have developed, why do they deteriorate despite care delivery? A Root cause analysis (RCA) project is now being undertaken.

Patient education and updates were discussed and various routes were suggested, including the uses of local radio and local press.

The PPG thanks Thordi and Lee for their input.

4. Minutes of last meeting (July 2014) - accepted as a true record,

5 Matters arising:

- a) Page 2: first bullet point – this is not an advert, and should be referred to as a document. It was agreed that copies of the Local Medical Committee (LMC) document be placed in key places in Staveley such as the Leisure Centre, and library. (KB to sort with CSMC staff)

- b) Grant noted that despite repeated attempts and communications the Derbyshire Times has still not placed his article in the correct section of the DT.

6 CQC update (KB):

- No CQC inspections of GP practices have been undertaken since February 2014.
- New inspectors have been appointed.
- Inspections are to recommence in September 2014.
- 4 practices within a CCG will be inspected at the same time in order to make appropriate comparisons,
- Each practice will receive 2 weeks' notice.
- The inspectors will collect relevant data and information before the visit in order to make the visit more targeted.
- The emphasis will be on patient care and the patient experience.
- The next visit to CSMC will be within a 2 year timescale from September 2014.

7 Flu clinics

- ❖ Eligibility criteria are the same as last year.
- ❖ Clinics will run on Monday evenings, and Tuesdays and Wednesdays from 30th September.
- ❖ Letters for shingles vaccinations have been sent out to

relevant patients.

8 Spring 2015 open day.

A lively discussion took place as to the content and structure of the day. It was agreed to put together a small working group to plan this event for presentation to the PPG at later meetings. **Volunteers are requested for this working group – nominations to AE please ASAP (next agenda)**

9 Updates –

A. Patient numbers: September 2014 – 2930 patients registered.

B. GP coverage –

Dr Kar – Monday, Tuesday a.m. and Friday

Dr Carberry – Tuesday, Wednesday, and Thursday

Dr Kerry – Monday a.m. Wednesday and Thursday

Dr Ratcliffe (GP registrar) Monday, Tuesday a.m. Wednesday

From December 2014 the practice will have a new GP registrar.

Extended hours – Monday and Thursday 7.30p.m. System 1 online will be enabled to allow patients to make appointments for these sessions on-line.

C. Friends and family test – the surgery is expected to undertake this review in December 2014. This is part of a national review, with the mail question being “would you recommend this practice? If yes why and if no why?” The surgery is allowed to add a second question and PPG members are asked to consider this and discuss at the next meeting. **(next agenda)**

- D. KB is to discuss with the doctors the possibility of using System 1 online for patients to access test results. (next agenda)
- E. Access to medical records via System 1 online: There are potentially 2 options – access to all records, and access to records from a specific date. Karen is to discuss this with the doctors and asked for volunteers from PPG to trial this process – names were collected at the meeting.
- F. HCCG is planning to trial a tele health initiative which, for example, includes text alerts for regular medication reminders. Volunteers were obtained from the PPG.

11 Chairmans report:

Grant reminded PPG members of a number of initiatives currently on going, and all of which he has circulated to all members by e-mail. He also updated members of the HCCG AGM to be held at the Twin Oaks Hotel on 23rd September.

12 AOB:

Nikki (CSMC) is organising McMillan coffee morning on 26th September, at CSMC meeting room from 10.30 to 12.00. The PPG members are invited to attend, volunteer and offer contributions i.e. cakes please!

Next meeting:

Please note the change of date – Wednesday 15th October, 7.00p.m. at 37 High St.

